

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

WING, et al.

Serial No.: 09/713,966

Filed: November 15, 2000

Atty. File No.: 3354-9

For: ON-LINE DIAGNOSING OF
COMPUTER HARDWARE AND
SOFTWARE

) Group Art Unit: 2154

) Confirmation No.: 5187

) Examiner: SIDDIQI, Mohammad A.

AMENDMENT AND RESPONSE

CERTIFICATE OF FACSIMILE TRANSMISSION

I HEREBY CERTIFY THAT THIS CORRESPONDENCE
IS BEING FACSIMILE TRANSMITTED TO THE
UNITED STATES PATENT AND TRADEMARK
OFFICE, FAX NO. 703-872-9308, ON July 8, 2004.BY: *Ginger Dorenkamp*
SHERIDAN ROSS P.C.Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of April 8, 2004 (Paper No. 7). Although no fees are believed due in connection with the filing of this paper, please charge any fees deemed necessary to Deposit Account No. 19-1970.

Reconsideration withdrawal of the rejections of the claims are respectfully requested in view of the following amendments and remarks.

09/07/2004 BTURNER 000005 191970 09713366
01 FC:2201
02 FC:2202